(c) and (d) With the enactment of the Central Vigilance Commission Act, 2003, the superintendence of the Delhi Special Police Establishment in so far as it relates to investigation of offences alleged to have been committed under the Prevention of Corruption Act, 1988 now vests in the Central Vigilance Commission (CVC). Further, the appointment of Director as well as the appointment, extension or curtailment of tenure of officers to the posts of the level of Superintendent of Police and above in CBI can now to made by the Government only on the recommendation of the Committee headed by the CVC.

Sphere of activities of CBI

2500. SHRI LALIT SURI: Will the PRIME MINISTER be pleased to state:

(a) whether CBI has approached Government to widen its sphere of activity, increase its strength appreciably and to change the mode of recruitment of its officers at various levels;

(b) if so, the details of the revised proposals *vis-a-vis* present position in regard thereto; and

(c) Government's reaction in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) to (c) CBI has not approached Government with proposal to widen its sphere of activity or increase its strength appreciably. As far as the issue of changing the mode of recruitment of officers at various level is concerned, some proposals have been received from CBI. The proposals received from CBI from time to time are examined by the Government for decisions in accordance with the procedure laid down for the purpose as an ongoing process.

Public grievances

2501. SHRI LALIT SURI: Will the PRIME MINISTER be pleased to state:

(a) the number of public grievances received and forwarded to respective Ministries and Departments for redressal during three years ending 31.12.2004 and so far during the year 2005 Ministry/Department-wise and year-wise;

(b) the number of cases which were monitored by department and for which proper redressal was achieved, year-wise and Ministry-wise;

(c) whether any time frame is prescribed for concerned offices to finalize action thereon and percentage of cases in which that is achieved; and

(d) the names of Ministries etc. which failed to take proper action in time and the action taken against such Ministries etc.?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) A detailed Statement indicating the number of cases received by the Department of Administrative Reforms and Public Grievances and forwarded to respective Ministries and Departments for quick redressal during the last three years ending 31.12.2004 and so far up to November 30, 2005, are given in the enclosed Statement-I (See below).

(b) The number of cases monitored by Department of Administrative Reforms and Public Grievances and the grievances redressed are given in the enclosed Statement II and III (See below).

(c) The Department of Administrative Reforms and Public Grievances has been issuing guidelines from time to time for quick and effective redressal of public grievances. The instructions in respect of handling of public grievances consist mainly of strengthening the Internal Redress Machinery of individual Ministry/Department and introduction of inbuilt mechanisms to handle the grievances within each Ministry/ Department of Government of India promptly. Instructions has been issued to acknowledge receipt of a grievance immediately and to issue interim reply in case a final reply to the grievance takes more time. Instructions has also been issued to all Ministries/Departments that normally a grievance should be redressed within a period of three months of its receipt.

(d) The Department of Administrative Reforms and Public Grievances regularly monitors the pendency of grievances in each Ministry/Department. The Ministries/Departments with large pendency are reminded from time to time to redress the grievances. A Committee of Secretaries on Public Grievance Redressal headed by the Cabinet Secretary reviews the public grievance redressal mechanism of Government of India Ministries/Departments with a view to strengthening

their grievance redressal machinery. The Ministries/Departments with large pendency are Ministry of Defence, Department of Telecommunications, Banking Division, Central Board of Direct Taxes, Insurance Division of Ministry of Finance, Department of Posts, Ministry of Labour, Department of Secondary and Higher Education, Department of Company Affairs, Ministry of External Affairs (Passport Division), Ministry of Railways, Department of Health.

Statement-I

Grievances received in the Department of Administrative Reforms & Public Grievances and forwarded to Ministries/Departments in the following years

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
1.	Banking Division	159	228	244	183
2.	C.B.I	0	18	26	14
3.	Cabinet Secretariat	1	1	9	4
4.	Central Board of Direct Taxes	57	120	157	85
5.	Central Board of Excise and Customs	58	63	46	45
6.	Committee on Petitions, Rajya Sabha	0	0	0	0
7.	Department of Agricultural Research & Education		13	5	5
8.	Department of Agricultural and	7	8	20	7
9.	Department of Animal Husbandry and	3	2	0	3
10.	Department of Atomic Energy	11	9	14	15
11.	Department of Bio-Technology	0	1	1	0
12.	Department of Chemicals and	6	2	6	3
13.	Department of Coal	24	38	35	23
14.	Department of Commerce	24	27	35	25
15.	Department of Company Affairs	89	147	204	115
16.	Department of Consumer Affairs	11	29	24	25
17.	Department of Defence - Pension	21	107	188	0
18.	Department of Defence Production	3	20	12	0
19.	Department of Drinking Water Supply	0	2	0	0
20.	Department of Economic Affairs	17	16	10	22

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
21.	Department of Elementary Education and Literacy	2	3	1	0
22	Department of Expenditure	17	23	18	13
23.	Department of Family Welfare	1	0	0	0
24.	Department of Fertilizers	6	4	4	3
25.	Department of Food and Public Distribution	26	29	20	14
26.	Department of Health	51	68	84	78
27.	Department of Heavy Industry	18	35	37	22
28.	Department of Indian System of Medicine	2	3	0	0
29.	Department of Industrial Policy & Promotion	3	1	7	10
30.	Department of Justice	4	3	0	8
31.	Department of Land Resources	0	0	0	0
32.	Department of Legal Affairs	2	6	10	11
33.	Department of Mines	16	24	12	11
34.	Department of Ocean Development	0	0	0	1
35.	Department of Pension and Pensioners' Welfare	36	58	35	30
36.	Department of Personnel and Training	76	62	68	34
37.	Department of Posts	74	64	121	111
38	Department of Public Enterprises	6	6	4	5
39	Department of Revenue	0	5	19	3
40	Department of Rural Development	0	0	4	6
41.	Department of Science and Technology	8	17	22	20
42.	Department of Scientific & Industrial Research	5	6	8	9
43.	Department of Secondary and Higher Education	50	96	146	125
44.	Department of Space	2	1	0	0
45.	Department of Telecommunications	97	173	182	204
46.	Department of Tourism	5	9	8	5
47.	Department of Urban Development	45	60	79	51
48.	Department of Urban Employment & Poverty Alleviation	1	0	0	1
49.	Department of Women and Child Development	5	2	3	2

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
50.	Department of Industrial Development	0	2	1	0
51.	Development North Eastern Region	0	0	1	0
52.	Directorate General of Health Services	0	0	0	0
53	DPG (Banking)	14	0	0	0
54.	DPG (CGHS)	0	0	0	0
55.	DPG (Civil Aviation)	1	0	0	0
56	DPG (Education)	0	1	0	0
57.	DPG (ESI Corporation)	0	1	0	0
58	DPG (Insurance)	19	16	2	0
59	DPG (Passport Authority)	2	5	0	0
60	DPG (Petroleum and Natural Gas)	0	1	1	2
61.	DPG (Posts)	2	0	0	0
62.	DPG (Provident Fund)	20	23	0	0
63.	DPG (Railways)	4	0	0	0
64.	DPG (Road Transport & Highways)	0	1	0	0
65.	DPG (Shipping)	0	0	0	0
66.	DPG (Telecom)	11	0	0	' 0
67.	DPG (Tourism)	0	0	0	0
68.	DPG (Urban Affairs & Employment)	1	0	0	0
69.	Insurance Division	49	112	117	101
70.	Investment Grievance Redressal Cell	15	25	61	0
71.	Legislative Department	0	1	0	0
72.	Life Insurance Corporation	0	0	0	0
73.	Ministry of Civil Aviation	4	14	14	13
74	Ministry of Culture	22	18	27	15
75.	Ministry of Defence	181	137	190	254
76.	Ministry of Environment and Forests	10	19	17	17
77.	Ministry of External Affairs (Passport Division)	16	48	107	93
78	Ministry of Food Processing Industries	1	1	4	0
79.	Ministry of Health and Family Welfare	0	9	24	0

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
80.	Ministry of Home Affairs	53	71	88	49
81.	Ministry of Information and Broadcasting	27	35	58	67
82	Ministry of Information Technology	6	14	9	7
83.	Ministry of Labour	53	113	200	141
84.	Ministry of Non-Conventional Energy Sources	0	0	0	0
85.	Ministry of Parliamentary Affairs	0	1	0	0
86.	Ministry of Petroleum and Natural Gas	27	45	54	41
87.	Ministry of Planning	1'	2	3	0
88.	Ministry of Power	22	17	19	19
89.	Ministry of Railways (Railway Board)	121	168	211	159
90.	Ministry of Road Transport and Highways	6	6	10	6
91.	Ministry of Shipping	20	13	24	11
92.	Ministry of Small Scale Industries & Agro & Rural Industries	12	5	13	23
93.	Ministry of Social Justice and Empowerment	14	13	28	14
94.	Ministry of Statistics and Programme Implementation	5	6	15	7
95.	Ministry of Steel	14	18	40	15
96.	Ministry of Textiles	16	23	28	15
97.	Ministry of Tribal Affairs	2	2	1	2
98.	Ministry of Water Resources	14	5	18	9
99.	Ministry of Youth Affairs and Sports	4	8	7	5
100	National Human Rights Commission	0	0	0	0
101.	O/o the Comptroller & Auditor General of India	25	42	75	29
102.	Planning Commission	0	1	1	0
103.	Reserve Bank of India	104	146	37	29
104.	Staff Selection Commission	0	2	3	1
105.	Union Public Service Commission	1	3	2	5
	TOTAL :	1975	2802	3438	2500

***Statement* -II**

The cases closely monitored by the Department of Administrative Reforms & Public Grievances, Ministry/Department-wise and year wise

	Ministry/Department 2002		2003	2004'	2005 (Upto Nov. 30)
1.	Banking Division	29	35	22	31
2.	Cabinet Secretariat	1	1	0	1
3.	Central Board of Direct Taxes	16	14	28	6
4.	Central Board of Excise and Customs '	8	6	3	4
5.	Department of Agricultural Research &	1	0	2	0
6.	Department of Agriculture and Cooperation	1	1	3	3
7.	Department of Animal Husbandry and	1	1	0	0
8.	Department of Atomic Energy	2	0	1	3
9.	Department of Chemicals and	2	0	3	1
10.	Department of Coal	2	5	2	6
11.	Department of Commerce	4	2	1	2
12.	Department of Company Affairs	5	4	8	0
13.	Department of Consumer Affairs	1	2	0	3
14.	Department of Defence - Pension	13	11	5	0
15.	Department of Economic Affairs	2	2	0	1
16.	Department of Elementary Education and Literacy	0	1	0	0
17.	Department of Expenditure	3	2	1	3
18.	Department of Fertilizers	2	0	0	0
19.	Department of Food and Public Distribution	3	2	1	3
20.	Department of Heatlh	14	8	9	20
21.	Department of Heavy Industry	7	2	5	3
22.	Department of Industrial Policy &	1	0	0	2
23.	Department of Legal Affaris	1	1	1	2
24.	Department of Mines	1	0	1	0
25.	Department of Pension and Pensioners'	3	4	3	0
26.	Department of Personnel and Training	8	4	3	4

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
27.	Department of Posts	19	10	15	21
28.	Department of Public Enterprises	2	0	0	0
29	Department of Revenue	0	0	1	0
30.	Department of Rural Development	0	0	1	1
31.	Department of Science and Technology	0	2	2	2
32	Department of Scientific and Industrial	0	0	2	3
33.	Department of Secondary and Higher	15	11	18	18
34,	Department of Telecommunications	13	20	33	19
35	Department of Tourism	0	0	1	2
36	Department of Urban Development	14	11	11	10
37.	Department of Urban Employment & Poverty Alleviation	1	0	0	1
38	Department of Women and Child	2	1	1	0
39.	DPG (Insurance)	1	0	0	0
40.	Insurance Division	8	25	14	12
41	Investment Grievance Redressal Cell	0	2	2	0
42	Legislative Department	0	1	0	0
43.	Ministry of Civil Aviation	0	2	1	1
44.	Ministry of Culture	1	2	3	4
45.	Ministry of Defence	19	12	26	30
46.	Ministry of Environment and Forests	3	0	2	3
47.	Ministry of External Affairs (Passport	3	1	5	6
48.	Ministry of Food Processing Industries	1	0	1	0
49.	Ministry of Health and Family Welfare	0	1	2	0
50.	Ministry of Home Affairs	8	5	7	3
51.	Ministry of Information and Broadcasting	4	3	12	9
52.	Ministry of Information Technology	2	1	1	0
53	Ministry of Labour	10	9	16	20
54	Ministry of Petroleum and Natural Gas	4	1	3	0
55.	Ministry of Planning	0	0	2	0
56.	Ministry of Power	7	1	4	6

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
57	Ministry of Railways (Railway Board)	27	9	20	22
58	Ministry of Road Transport and Highways	0	0	0	1
59	Ministry of Shipping	2	1	0	2
60.	Ministry of Small Scale Industries & Agro & Rural Industries	1	1	3	8
61	Ministry of Social Justice and	2	1	3	4
62.	Ministry of Statistics and Programme Implementation	0	1	1	1
63	Ministry of Steel	1	0	1	3
64	Ministry of Textiles	1	2	1	1
65	Ministry of Tribal Affairs	0	0	0	2
66	Ministry of Water Resources	1	1	5	5
67	Ministry of Youth Affairs and Sports	1	1	0	1
68.	O/o of the Comptroller & Auditor General of India	4	3	17	4
69	Reserve Bank of India	5	6	0	0
	TOTAL :	313	255	339	326

***Statement* - III**

The number of cases redressed out of monitored cases Ministry/ Department-wise and year-wise

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
1.	Banking Division	7	63	12	31
2.	Cabinet Secretariat	0	2	0	0
3.	Central Board of Direct Taxes	8	17	6	18
4.	Central Board of Excise and Customs	14	10	2	1
5.	Department of Agricultural Research & Education	2	0	1	0
6.	Department of Agriculture and Cooperation	4	4	2	2
7.	Department of Animal Husbandry and Dairying	0	0	2	0

	Ministry /Department	2002	2003	2004	2005 (Upto Nov. 30)
8.	Department of Atomic Energy	4	0	0	1
9.	Department of Chemicals and Petrochemicals	3	0	3	1
10.	Department of Coal	3	6	4	2
11.	Department of Commerce	2	3	1	0
12.	Department of Company Affairs	8	2	10	0
13.	Department of Consumer Affairs	1	0	1	0
14.	Department of Defence - Pension	2	16	18	0
15	Department of Defence Production	21	2	0	0
16.	Department of Economic Affairs	3	2	0	3
17.	Department of Expenditure	0	3	0	6
18.	Department of Fertilizers	1	1	1	0
19.	Department of Food and Public Distribution	11	5	2	2
20.	Department of Heatlh	1	21	8	4
21.	Department of Heavy Industry	9	4	2	3
22.	Department of Industrial Policy & Promotion	1	1	0	2
23	Department of Legal Affaris	1	2	1	0
24.	Department of Mines	1	2	0	3
25.	Department of Pension and Pensioners' Welfare	23	3	4	3
26.	Department of Personnel and Training	12	8	7	3
27.	Department of Posts	27	13	8	7
28	Department of Public Enterprises	0	2	1	0
29.	Department of Science and Technology	0	0	0	3
30.	Department of Scientific & Industrial Research	0	0	0	3
31.	Department of Secondary and Higher Education	16	5	25	9
32.	Department of Space	1	0	0	0
33.	Department of Telecommunications	9	21		23
34.	Department of Tourism	3	0	0	1
35.	Department of Urban Development	13	12	1	6
36.	Department of Urban Employment & Poverty Alleviation	0	0		0
37.	Department of Women and Child Development	1	1	1	0

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
38.	Department of Industrial Development	1	0	0	0
39.	Directorate of General of Health Services	1	0	0	0
40.	DPG (Insurance)	0	0	0	1
41.	DPG (Shipping)	1	0	0	0
42.	Insurance Division	3	16	8	7
43.	Investment Grievance Redressal Cell	0	0	0	1
44	Legislative Department	0	0	1	0
45.	Life Insurance Corporation	0	1	0	0
46.	Ministry of Civil Aviation	1	3	1	0
47.	Ministry of Culture	2	1	3	1
48.	Ministry of Defence	30	17	9	27
49.	Ministry of Environment and Forests	2	0	1	0
50.	Ministry of External Affairs (Passport	0	2	1	6
51.	Ministry of Food Processing Industries	1	0	1	0
52.	Ministry of Health and Family Welfare	18	1	1	2
53.	Ministry of Home Affairs	4	18	6	2
54.	Ministry of Information and Broadcasting	9	4	8	10
55.	Ministry of Information Technology	0	1	3	0
56.	Ministry of Labour	9	10	9	3
57.	Ministry of Petroleum and Natural Gas	3	2	0	6
58.	Ministry of Planning	0	0	0	2
59.	Ministry of Power	4	6	5	4
60	Ministry of Railways, (Railway Board)	24	20	16	16
61.	Ministry of Road Transport and Highways	2	0	0	1
62.	Ministry of Shipping	2	1	3	1
63.	Ministry of Small Scale Industries & Agro & Rural Industries	2	0	2	3
64.	Ministry of Social Justice and	0	1	0	4
65.	Ministry of Statistics and Programme implementation	1	0	0	2
66.	Ministry of Steel	0	1	0	2

	Ministry/Department	2002	2003	2004	2005 (Upto Nov. 30)
67	Ministry of Textiles	2	0	1	1
68	Ministry of Tribal Affairs	0	0	0	1
69	Ministry of Water Resources	1	1	2	1
70	Ministry of Youth Affairs and Sports	0	1	0	0
71	O/o the Comptroller and Auditor General	4	0	1	6
72	Reserve Bank of India	1	7	4	0
73	Staff Selection Commission	1	0	0	0
74	Union Public Service Commission	0	1	0	0
	TOTAL :	**341**	**349**	**241**	**246**

Recommendation of Core Group on administrative reforms

2502. SHRI ANAND SHARMA: Will the PRIME MINISTER be pleased to state:

(a) whether the Core Group on Administrative reforms has recommended a proposal of citizens audit of key Government programmes and standardization of Government departments; and

(b) if so, the details of the policy and the likely date of its commencement?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) and (b) A frame work to evaluate and benchmark quality of service delivery by Government organizations has been developed by the Department of Administrative Reforms and Public Grievances with a view to eventually awarding a mark of excellence to individual Ministries/ Departments and Offices of the Government that demonstrate excellent performance on the following parameters that are considered critical for citizen centric governance:—

(i) Effective implementation of Citizen's Charter;

(ii) Public grievances redress mechanisms; and

(iii) Benchmarking service delivery from citizen's perspective.